

CHAPTER I

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1.1 Background of the Study

Communication makes interaction with other people. We learn from one another, we cooperate with one another, and we share our thoughts and feelings with one another. We spend much of our time communicating, yet we still need to acquire the skills to make our communication more effective (Kretchman, Wagner & Lowens; 1988,2).

In our culture effective communication has tight relation with Rhetoric which is used in everybody's business. Rhetoric is the art of effective communication (John; 1965,51). The word "Communication" in our definition derives from Latin word *communis* meaning 'common' : it includes everything we have, in common with someone else. It means that "making one with". In this case, when we say that we communicate with someone, we are suggesting that through words or some other sets of symbols or actions, we are, in a sense, making that person agree and understand us. We like others appreciate and understand what we need and think. On the contrary, they also want us to know what their thinking and feelings.

There are of course many symbol systems that we can use to convey our message. We can, for instance, use gestures or facial expressions or pictures or sounds or black squiggles on a piece of paper. The most efficient system of symbols that man

devised for conveying most message is the system of words-either spoken words or written words (Corbett,1977,2).

Most communication we do during our lifetime is through the medium of spoken words. In modern life, speaking English well is demanded either in everyday's activities or business activities. A person who is able to speak English well will find it easier either in applying for a job or doing business with other people of different countries. We can see that in all fields such as hotels, restaurants, travel-agencies, offices, factories often use English as a communication in their business either in written or spoken form. In office, for example, a secretary must be able to correspond in English. Another example is a receptionist in travel agencies or hotels must be able to speak English when there is a foreigner. That is why, the employer prefers hiring the applicants who are skillful. In this case, at least they should master one foreign language. Since English as an International Language, the condition should be fulfilled by the applicants. They have to master both oral or written English. In most of our life we communicate orally. The applicants are not only required to speak well but they must also be able to handle the conversation – speaking frankly, briefly, to the point and impressively with whom they are speaking. Moreover, when they sit for a face-to-face interview for the first time, they must be able to convince the interviewer with their oral skill.

For any job opening, an applicant is required to have a personal interview. An interview is a two-way exchange between the applicants who are looking for a job and the employer who is looking for someone to fill a vacancy. The interview may also be

the most important use an oral communication, for the future may depend upon our success in selling ourselves during this interview. The usual technique of interviewing is to ask a series of questions.

It could be the interviewer who has been well prepared as well as possible. This technique is extremely important for the applicants who should know the strategy of how to persuade or reject all of the interviewer's questions given so that the interviewer agree with them. In this case, questions based on the Rhetoric is a common device to be used in speaking. It can be an effective persuasive device, subtly influencing the kind of response one wants to get from an audience. It means that the interviewer must always be aware of the interviewees and their reactions. The interviewees are affected by the skill of the interviewer. The applicants or the interviewees have a good chance in giving a good impression to the interviewers that they could consider giving the job to the applicants or the interviewees. On the other hand, the interviewer should not give some difficulties toward the interviewee, for example by giving some tricky questions. The interviewing techniques of questioning come into full play. Asking and responding in order to get the desired facts, ideas, opinions before the interviewer and the interviewee come into one purpose.

The problem that causes the applicants fail in having a face-to-face interview is they simply sit passively, like the students taking an oral examination waiting to answer the next questions. To show that the applicants are dynamic and enthusiastic, they turn the oral exam into a conversation.

Moreover, the writer has been observed in an Executive College Course that many persons who are interested to take on interview class whether they have graduated from Senior High School or University.

From two of the problems above, the writer would like to give a solution on “How effective Rhetoric of the language is in helping the applicants to get jobs in face to face interview” and write a thesis entitled : *Job Interview Written Discourse Of Chapter 10 Used in Executive English Course Book*.

1.2 Statements of the Problem

In line with the background of the study , the questions investigated were formulated as follows :

1. What types of questions are encountered in the job written discourse of chapter 10 used in Executive English Course book
2. To what extent are the questions and answers encountered in the job written discourse of chapter 10 used in Executive English Course book.

1.3 Objectives of the Study

This study intended to answer the above formulated research questions. As such, the objectives were formulated as follows :

1. To describe the types of questions which are encountered in the job written discourse of chapter 10 used in Executive English Course book

2. To describe the questions and answers which are encountered in the job written discourse of chapter 10 used in Executive English Course book

1.4 The Significance of The Study

The writer hopes this study will be of some help for all of the students who have graduated from Senior High School or University which are not majoring English or for the applicants who find difficulties in handling an interview so that they will be successful to get jobs.

1.5 Limitation of The Study

Realizing how broad the discussion of the job interview could be, this study is limited in several ways :

1. The subjects under study are three dialogues of job interview written by Executive English Course.
2. The three dialogues of job interview written are chosen under the assumption that many students are interested in taking an interview class.
3. The area of analysis is focussed on conversations taking place in the office. The settings of all conversations are the formal ones.

1.6 Theoretical Framework

This study is based on the theories of Rhetorics and Interviews :

Wuwur (1991 : 5) states that “ A starting point of Rhetoric is speaking which means to say words or sentences to a person or a group of people to achieve certain purpose (for example giving information or motivation),. Rhetoric means the art of speaking well which is used in the communication process among human beings. Rhetoric has a relation with dialect because debate and discussion are also a part of Rhetoric science.

1.7 The Definiton of Key Terms

To avoid misinterpretation and misunderstanding, the writer would like to give some definitions of key terms used before going further. They are as follows :

Language is “human and non-instinctive method of communicating ideas, feelings and desires by means of a system of sounds and sound symbols” (Hornby, A.S, 1974 : 473).

Communication is “an art that deals with expressing and exchanging ideas effectively in speech or writing “ (Webster, 1986:460).

Rhetoric is “the art of practice writing or speaking as means of communication or persuasion often with special concern for literary effect “ (Webster, 1986 : 1046).

Interview is “the most common of oral test; for many people, it is the only kind of oral test. It is direct, face to face exchange between learner and interviewer” (Diane & Rodger, 1989 : 25).

“Job interview is that a two way process” (Edward P.J., 1977 : 35). The applicant should not merely be sending information to the interviewer regarding

education and skills; he or she should also be receiving information regarding the job, the work environment, the organization and other factors of interest.

Interviewee is "one that is interviewed" (Webster, 1986 : 1184).

Interviewer is "one that interviews, that is a clerk who does preliminary interviewing of applicants for employment and arranges interviews with the employing officials" (Webster, 1986 : 1184).

1.8 The Organization of The Study

This thesis consists of five chapters. Chapter one deals with the instruction of the study, statement of problem, significance of the study, limitation of the study, definition of key terms, and organization of the study. Chapter two discusses rhetoric of the language and interview. Chapter three is about research methodology. Chapter four is data analysis and findings. Chapter five is conclusion and suggestion.